

## COVID-19 INFORMATION

### HEALTH, PRIVACY & SAFETY MEASURES FOR OUR GUESTS

Dear Guests,

We are pleased to inform you that in order to protect your health we have adopted specific operational procedures, cleaning and disinfection protocols of our properties in compliance with law regulations and recommendations:

- DPCM 17 maggio 2020 / Allegato 17
- Rapporto ISS Covid-19 n. 20/2020 / Indicazioni per la Sanificazione degli ambienti interni per prevenire la trasmissione di SARS-COV2
- OMS / Operational guidelines for Covid-19 management in the accommodation sector

#### Cleaning and disinfection

According to our concept, to comply with Covid-19 disinfection protocols and also to respect nature and ensure an even more safe environment, we have decided to use **ecological cleaning & disinfection products containing natural biodegradable tensioactives and 75% ethanole made by Alpeko**:



- ✓ After any check-out **ventilation, careful cleaning and disinfection** of our properties will be carried out in compliance with government protocols, with special focus on **fabrics and mostly touched surfaces**;
- ✓ We will proceed to periodic cleaning and disinfection of air conditioning filters;
- ✓ Linen will be always cleaned and disinfected at high temperature in our laundry;
- ✓ During cleaning operations our staff will always wear **PPE** (gloves, suits and face masks).

#### Check-in, stay, check-out

Since the beginning a personal welcoming and a special attention to our guests' needs have always been among our assets, and we do not intend to renounce to this approach although we realize the importance to reduce the check-in time by introducing some on line services to furtherly protect your health:

- ✓ Your **registration** will be required before arrival, meanwhile you will receive safety information and precautions to attend and will be informed about how to use our house properly;
- ✓ **You will be required to register the Regional website Siciliasicura** pursuant to Law June 6th 2020 no. 24 issued by the President of the Sicilian Region;
- ✓ Before arrival you will receive **the instructions to meet our staff**, who will assist you with **parking and access to the house**, according to **safety measures and social distancing**;
- ✓ At the entrance **hand disinfectant with emollient cream** will be available, to keep hygiene inside we suggest you to use it returning home from your day trips;
- ✓ For an **introduction to the house and to our services** at your disposal you will have a **digital guide** that can be read on your Smartphone with QR code;
- ✓ Our services will be proposed respecting **safety measures and social distancing**;
- ✓ For any support during your stay, except for specific cases, **our staff will be at your disposal via whatsapp**.